

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Robert R. Bushey et al.
Serial No.: 10/679,214
Filing Date: October 3, 2003
Group Art Unit: 2614
Confirmation No.: 5961
Examiner: Tieu, Benny Quoc
Title: **SYSTEM, METHOD AND SOFTWARE FOR A USER
RESPONSIVE CALL CENTER CUSTOMER SERVICE
DELIVERY SOLUTION**

Mail Stop –AMENDMENT
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO ELECTION/RESTRICTION REQUIREMENT

In response to the election/restriction requirement mailed November 15, 2006, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 4 of this paper.